Customer Service Report for the ADB

For the period: Friday, December 01, 2006 12:00:00 AM to Sunday, December 31, 2006 11:59:59 PM

	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	ADB	WEB	Other	DCS	ADB	Other	DCS	ADB	Other	To Close
Accounts											
Access/Login	3	0	0	0	0	0	0	3	0	0	22
Password Reset	5	0	0	0	0	0	0	5	0	0	4
ADB											
Connectivity	26	0	0	3	0	1	0	21	0	7	14
DELPRO	85	2	0	6	2	6	2	50	11	22	9
Fellowship Pmt Syst	19	0	0	0	0	0	1	3	8	7	6
Finance	2	0	0	0	0	0	0	0	2	0	8
General Info	23	0	0	0	1	3	0	9	3	7	8
ID Reactivation	11	0	0	0	0	0	0	10	0	1	6
Keyword	47	0	0	1	0	0	0	45	1	2	6
Property	2	0	0	0	0	0	0	0	0	2	4
Purchase card	26	0	0	1	0	5	1	11	2	8	7
Registration	5	0	0	0	0	0	0	3	0	2	8
Reports	5	0	0	0	0	0	0	3	1	1	25
Research contracts	1	0	0	0	0	0	0	0	0	1	4
Security	1	0	0	0	1	0	0	0	0	0	0

For the period: Friday, December 01, 2006 12:00:00 AM to Sunday, December 31, 2006 11:59:59 PM

Snapshot Date: 1/1/2007 6:00:18 AM

	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	ADB	WEB	Other	DCS	ADB	Other	DCS	ADB	Other	To Close
Application Support											
COTS-QWS3270-Troubleshoot	1	0	0	0	0	0	0	1	0	0	8
COTS-QWS3270-Un/Install	1	0	0	0	0	0	0	0	0	1	8
OS/390											
Printer/VPS	1	0	0	0	0	0	0	0	0	1	0
Security & RACF	1	0	0	0	0	0	0	1	0	0	9
Grand Total:	**265**	**2**	**0**	**11**	**4**	**15**	**4**	**165**	**28**	**62**	**9**

Total Tickets Closed:	**255**
Total Tickets Assigned/Pending/Checked Out:	**23**
	278